

## Overview

ACCOR ALLSAFE program has been implemented. Which outlines the cleaning and disinfecting requirements for various locations in the Hotel, including reception/lobby, public areas, guest rooms, leisure facilities, dining areas, kitchen and food preparation areas, food storage areas, luggage storage rooms, and work areas and team member facilities in the Heart of House. The program sets the minimum standard when it comes to frequency, surface coverage, chemical / product used, and application methodology. In order to upkeep a safe environment for our guests, contractors and team members.

Pullman & Mercure Brisbane King George Square is adhering to its own Work Health and Safety Plan for COVID-19 and will be regularly reviewed changes made as required.

We continuously familiarize ourselves with the Safe Work Australia website, which has multiple resources including checklists, posters, templates and other COVID-19 related information that we can use and/or customise as needed <https://swa.govcms.gov.au/covid-19-information-workplaces> There are also links to state based regulators on the same website.

We are aware of the importance of contacting relevant public health agencies and information helplines, if there is concern over the health of a team member or guest (ie. seeking medical advice for someone or if seeking guidance about an individual who is not following government and health recommendations).

These details can also be provided to guests or team members:

1. Australia - National Coronavirus Health Information Line: 1800 020 080
2. QLD: 13HEALTH (13 43 25 84)

At the Pullman Mercure Brisbane King George Square, we are committed to ensuring the health and wellbeing of all our guests and team members. We have thoroughly reviewed our processes to ensure we continue to provide the highest levels of service and standards while providing a safe environment for both guests and staff within our hotel.

I am pleased to share with you the public health measures as issued by the health authorities including Queensland Health and the Australian Government Department of health. Below is what is being implemented within our hotel, meeting, and events space to ensure we are COVID SAFE.

- Social Distancing, keeping a distance of at least 1.5 meters between each other
- Limiting the number of people in enclosed areas to one person per 4 square meters
- Increased hand hygiene
- Respiratory hygiene
- Frequent environmental cleaning and disinfection



## Hotel Measures

### **SIGNAGE**

Signs will be placed at all hotel entrance points instructing patrons not to enter if they are experiencing COVID-19 symptoms. The signs will also state that we have the right to refuse entry and insist that anyone presenting symptoms leave the venue

Signs to be placed around venue regarding safe hygiene practices and social distancing

### **SOCIAL DISTANCING**

Separate entrance and exit points across the hotel

Established safe restricted patron numbers per sqm

Ensure tables and seating arrangements are set 1.5 metres apart with continual review based on Government direction within hotel restaurants and meeting spaces

Staggered arrival, departure and breaks times for delegates, plus the utilisation of hotel areas within the hotel for Breaks to ensure social distancing is maintained

Social distancing markers on floors throughout the hotel

Limit the use of the elevators to required use only, increased staffing levels to assist with directional assistance around the hotel.

Accepting cashless payments only

COVID-19 safe practices will now be included as part of every event service delivery

### **HYGIENE & CLEANING**

High touch contact areas to be continually cleaned

Sanitisation stations will be set around the hotel for staff and guest use

All toilets to be cleaned on a regular basis with a records to be kept

All event organisers to instruct attendees to complete the Australian Government 'Infection Control Training – COVID-19' prior to attending the event



### Hotel Measures cont.

WELLBEING OF PATRONS
All staff employed by the Venue have completed the Australian Government 'Infection Control Training – COVID-19' and Accor AllSafe internal training
Venue staff who show signs of COVID-19 will be refused entrance to the venue and not allowed to complete their shift
Venue staff to wear gloves during service and change after each service/clear
Nominated isolation room for any patrons who experience COVID-19 symptoms during an event
Social distance measurements and procedures in place across the venue to ensure 1.5 metres is continuously maintained
Revised PAX numbers in place across hotel restaurants and meeting space distancing measurements (1 person per 4 sqm)
Event organisers will be required to create and maintain a list of attendees who attend the venue and store this for a minimum of 56 days details of which need to be shared with the hotel for potential Covid tracing requirements
The Venue reserves the right to refuse entrance or remove patrons who show symptoms of COVID-19

Deliveries
Access restrictions in place
Delivery workers must wear masks and gloves; use available hand sanitisers and reinforced cleaning procedures, single use overalls, gloves, masks
Creation of a waiting area
Disinfection of outer packaging and decontamination of fresh produce

### Revised PAX Numbers

#### REVISED MAXIMUM VENUE CAPACITIES -

- Based on the limit of **one (1) person** per **four (4) square metre**
- Revised calculations do not take into account any objects which may also occupy floor space ie, furniture, stands, vendors or stage etc



### Revised Capacity Chart

Function Space	Area Sq M	Ceiling Height	Guest per 4m2	Guest per 2m2
Goldfinch Restaurant	369.7	2.8	92	185
Atrium	174	3.6m	44	87
Buffet Area	99	2.8m	25	50
Café	97	2.8m	24	48
Sixteen Antlers	294.11	-	74	147
Section 1	62	-	16	31
Section 2	43	-	11	22
Section 3	103	-	26	51
Section 4	86	-	21	43
KG Bar	261.5	2.8m	74	147
Inside	226.5	2.8	57	113
Outside Deck	35	-	9	18
Presidential Ballroom	687	3.47	172	344
Kennedy	210	3.47	53	105
Roosevelt	245	3.47	61	123
Lincoln	238	3.47	60	119
Lincoln / Roosevelt	483	3.47	121	242
Roosevelt / Kennedy	455	3.47	114	228
Washington	91	2.8	23	46
Washington Foyer	266	2.8	67	133
Grand Windsor	483	2.8	121	242
Norfolk	190	2.8	48	95
Connaught	293	2.8	73	147
King George	206		52	103
Olivers	206	2.8	52	103
Olivers Boardroom	30	2.8	8	15
Boardrooms				
Level 4 Boardroom 1	22	2.5	6	11
Level 4 Boardroom 2	15	2.8	4	8



### Event Type Measurements

EVENT TYPE	Safe Measures
CONFERENCE/SEMINAR	<ul style="list-style-type: none"> <li>-Waitstaff posted at Tea &amp; Coffee Stations</li> <li>-Increased Barista stations (on request)</li> <li>-Increased break times to allow for safe service of all Delegates</li> <li>-Reviewed Menu choices (pre – boxed / individually wrapped options) - Disposable Crockery/Cutlery (on request)</li> </ul>
EXHIBITION	<ul style="list-style-type: none"> <li>-Waitstaff posted at Tea &amp; Coffee Stations</li> <li>-Increased Barista stations (on request)</li> <li>-Increased break times to allow for safe service of all Delegates</li> <li>-Reviewed Menu choices</li> <li>-Serviced Food Stations equipped with Perspex</li> <li>-Disposable Crockery/Cutlery (on request)</li> </ul>
BANQUET	<ul style="list-style-type: none"> <li>-Reduced seating at Tables</li> <li>-extended service times including arrival</li> <li>-Increased space between tables</li> <li>-Waitstaff to wear disposable gloves during service</li> <li>-Reviewed Table setting and items</li> </ul>
COCKTAIL RECEPTIONS	<ul style="list-style-type: none"> <li>-Increased service points based on event numbers</li> <li>-Individually plated Canapes (disposable options on request)</li> <li>-Scattered service points</li> <li>-Reviewed Menu Choices</li> <li>-Disposable Crockery/Cutlery (on request)</li> </ul>

